

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GREG HART COMMUNICATIONS, INC.	)	
	)	
COMPLAINANT	)	
	)	
VS.	)	CASE NO. 92-203
	)	
CINCINNATI BELL TELEPHONE COMPANY	)	
	)	
DEFENDANT	)	

O R D E R

On April 16, 1992, Greg Hart Communications ("Hart Communications") filed a formal complaint against Cincinnati Bell Telephone Company ("Cincinnati Bell"). Cincinnati Bell filed its answer on May 26, 1992. On June 1, 1992, Hart Communications filed with the Commission a letter replying to Cincinnati Bell's answer.

In its answer, Cincinnati Bell states that it erroneously assigned an incorrect Preferred Interexchange Carrier ("PIC") to Complainant's phone; and that upon notification by Complainant of this error, Cincinnati Bell assigned the correct PIC.

In response to an information request by the Commission, Cincinnati Bell states that Hart Communications' request for a PIC change was never processed due to human error. Due to the human element involved and the high number of PIC changes requested per month, Cincinnati Bell is in the process of mechanizing service orders to have PICs switched. Cincinnati Bell expects this new

system to lower the possibility of human error and it should be fully implemented in the next year.

Upon review of this case and the information submitted by the parties, the Commission believes the record to be complete. The Commission additionally believes that the facts as presented by the parties are essentially undisputed. Accordingly, a formal hearing would serve no purpose.

Based upon the foregoing, the Commission finds that:

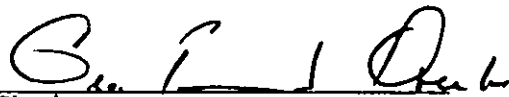
1. Cincinnati Bell has satisfied the matter complained of in the complaint.

2. A hearing is not necessary in the public interest.

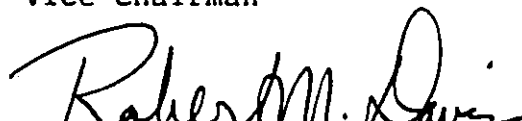
IT IS THEREFORE ORDERED that Hart Communications' complaint against Cincinnati Bell is hereby dismissed with prejudice.

Done at Frankfort, Kentucky, this 11th day of August, 1992.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

  
Executive Director